| Learning Conversation Notes      |   |
|----------------------------------|---|
| Name of Partner: WarmLine Placer | <b>Date:</b> June 22, 2005                  |
| County Family Resource Center    |   |
| Number of Children Served:       | <b>Ages:</b> 0 yr (5), 1 yr (7), 2 yr (13), |
| 89 from Intakes                  | 3 yr (4), 4 yr (9), 5 yr ()                 |
|                                  | Gender: Ethnicity:                          |
|                                  | 40-Male 41 - Caucasian                      |
|                                  | 14-Female 4 - Indian.                       |
|                                  | 35 Unknown 3 – Hispanic                     |
|                                  | 2 – Asian                                   |
|                                  | 39 – Other/Declined                         |
| Number of Children Served:       | <b>Ages:</b> 0 yr (0), 1 yr (4), 2 yr (54), |
| 110 from Clients at Events       | 3 yr (8), 4 yr (29), 5 yr (15)              |
| When Served:                     | Gender: Ethnicity:                          |
| March – May 2005                 | Unk-Male 59 - Caucasian                     |
|                                  | Unk-Female 2 - Indian.                      |
|                                  | 13 – Hispanic                               |
|                                  | 7 – Asian                                   |
|                                  | 29 – Other/Declined                         |

**Conversation Participants:** Judy Marston, Al Millan, Anne-Marie Arrow, Jessi Graustein, Allison Burt, Fiona Tuttle, Don Ferretti, Nancy Baggett, Michael Romero, Heidi Kolbe

## Outcomes:

- A WarmLine Family Resource Center facility will exist in Placer County so that parents will have (1) easy access to information, community resources and referral to services and supports, and (2) an opportunity to network with each other.
- Parents will have a greater understanding of the Individual Family Service Plan and Individual Education Program process so that they can advocate for their child's appropriate educational placement and support.
- Parents will receive support and assistance from other parents of children with special needs.
  Through this support parents will be supported in their experience of raising a child with special needs.
- A Fund Development Plan for financial sustainability of the Warm Line Family Resource Center Placer County will exist and be implemented in 2005-06 (i.e., community support campaign).

#### **Performance Measures:**

- Demographics (number of children served broken down by age, gender, ethnicity and when services were provided).
- Number of children served who are also enrolled in Early Start.
- A physical location will exist for the FRC in Placer County with resource information available during regular and accessible hours of operation.
- Survey results of (1) parent understanding of the Individual Family Service Plan and Individual Education Program process and (2) the parents comfort level in being able to advocate on behalf of their child.
- Record of parent activities including number of parents who have attended parent events, pictures, and stories shared by parents of their experience at the FRC.
- A written fund development plan for 2005-06.

# What is this data telling us about achievement of outcomes? Demographics:

Of the 89 Children from Intakes, additionally there were 35 from ROI's. Of those 60 are involved in Early Start.

More male children are being served due to the typically male incidence of ASD.

There is a lot of contact in a short period of time for a start-up program.

The majority of services are at age 2 and 5 because these are transitional times.

Warmline is working with Alta to encourage parents to contact Warmline staff through the ROI and consultation process.

Children in the 0-1 year age receiving services typically have more obvious needs.

Parents are reluctant to seek help partially due to denial or where they are in the process of grieving. They do not want to know what is in store for them in the very early stages of the diagnosis.

Event data could have repeat attendees, because once they have experienced and learned from services, they want to learn and attend more events.

The ethnic population of children with special needs follows the same ethnic percentage of the population in the county.

The geographic data is currently focused on the south county, and there is a need to focus outreach to the eastern areas.

WarmLine is working with outlying areas to outreach. They have found that is better to go to these outlying areas rather than wait to be contacted.

The economic situation of the family may affect the probability of early diagnosis, early treatment, and early access to services.

## **Training and event Survey**

This is in a pilot testing stage to see if parents are willing to answer questions electronically. The survey is currently online only. The bulk of responses are being received two weeks after receiving service.

Quest #3 Number of trainings or events attended? Families feel a real connection and 10 of 15 families that returned the survey have attended more than 3 events in 6 months which speaks to outcome 1.

Quest # 5 What is your confidence level after the workshop? Only 2 of 8 parents were still unsure in being able to advocate for their child. In general most parents are more confident after the workshops.

# What is this data telling us about achievement of outcomes? (Con't)

# **Training and event Survey (Con't)**

75% of respondents to the survey felt more confident after the workshop.

Quest #6 Action taken because of the workshop? Services provided will give a balanced approach, regarding strategies, legal action, no action etc.

Six of the eight parents who received individualized IEP advice who attended the workshop applied what they learned in advocating for their child. This speaks directly to outcome 2.

Quest #11 What is the most recent social event you have attended? All 4 who attended the Vacationing With Kids event responded immediately to the post survey.

Quest # 12: How did interacting with other parents change your ability to advocate for/parent your child? 100% of parents were happy to be able to share their learned tips/experience with other parents, and found real value in this. This speaks directly to outcome 3.

The parent support groups help to empower and support both parents.

Quest # 13 How did the event change your level of connectedness with other families? The event promotes parents making new connections.

Quest # 19 Would you ever consider referring a friend to Roseville WarmLine FRC? 14 of 15 parents <u>already</u> have and the last one answered yes.

Data indicates parents are reaching out for services more in the transitional stage of 2 ½ years to 3 years of age.

WarmLine is developing a network of parents helping other parents.

# Survey results (Staff)

Staff is assessing parent's knowledge level of the IEP/IFSP process and also the comfort level of the parent being able to advocate for their child.

The survey uses a separate number process to distinguish the difference between the pre and post surveys. This survey was developed in April, and applied in May 2005.

All parents showed growth in knowledge in the post-training/consult assessment according to staff. This speaks directly to outcome 2.

Pre-training surveys indicate that many parents are aware of services, but not necessarily aware of all the services available and how to access those services.

Parents advocating for their children with special needs have ongoing challenges which affects their level of confidence in this process. This explains the rating scale used to measure parents confidence with the IFSP/IEP process.

## **Record of parent activities**

110 families have attended activities in 3 months. WarmLine is working on a method to avoid duplication of families in the counts.

These activities are empowering to parents and speaks to outcome 3 by providing the opportunity to network with other parents.

## **Financial Sustainability**

Golf Tournament brings in approx \$10,000 a year.

Placer County "Human Race" raised \$200 setting the stage for stronger participation Other grant sources are being used to supply hundreds of booklets and other resource materials Endowment monies service children 3 years of age and older

WarmLine is setting up to apply for upcoming grants

Other grants are being used to supplement staff salaries

# In what ways will we apply what we have learned from our data?

WarmLine is continuing to expand and be more visible at the Placer Infant Development Program and other agencies in Placer County. There is a real need to get information out for services directed to children under 3 years of age (IFSP).

WarmLine is working on a tool to present more information on the diagnosis of these children at the next learning conversation.

An additional playdate has been added for children under age 3 in collaboration with the Placer Infant Development Program and their facility.

## Other points that were made during the conversation:

All referrals from Placer County are going directly to Placer County staff rather than being directed through Sacramento.

Consider comparing the number of Placer County residents served by the WarmLine before and after the creation of WarmLine's new site in Roseville.

Location of the resource center, with easy freeway access, parking, in a busy shopping center helps with community awareness and accessibility. The location is child and family friendly.

Parents who choose to attend a workshop represent parents who are seeking to gain confidence with how to advocate for their child. Parents who are confident and know what they need to do are less likely to attend the workshops.

The board of directors is looking at our data to further develop WarmLine program development evaluation.

# Next Steps:

Give ROI's a separate column when presenting demographic data.

Continue to pursue getting gender, ethnicity and date of birth information from the ROI forms.

Continue to develop methods to collect data as families are being serviced on the phone.

Continue to outreach with other partners.

There is a need to do more outreach to physicians and hospitals.

Continue outreach to outlying communities.

Develop a plan for useful comparative demographic and geographic data.

Next learning conversation in early December 2005.